

Top Ten IT Systems Management Pain Points

From dealing with rogue “IT hobbyists” to naïve customers, Kaseya presents common IT service provider pain points and our solutions

Managing the IT infrastructure for small and mid-sized companies is a thankless job. People just don't understand the expertise, time and patience required.

Kaseya presents the top ten IT management pain points and our solution for making your life easier.

1 "My machines manage me, rather than the other way around"

The Pain Chasing problems from machine to machine is not only maddening, it's grossly inefficient. A doctor would never simply treat symptoms. They practice preventative medicine in an effort to give their patients the best quality care. IT management should be tackled in the same way. A proactive, preventative approach boasts efficiency, performance and availability.

The Solution Kaseya's systems management products allow you to head off problems before they occur by ensuring all systems are maintained and updated regularly. By preventing train wrecks and fire drills, Kaseya makes IT management manageable, allowing you and your staff to reduce manual, tedious administration and focus on more important, revenue-generating projects.

2 "I already have management software up the yin yang"

The Pain IT infrastructure is growing increasingly complex as technologies such as virtualization, cloud computing and distributed computing continue to permeate the industry. These solutions can help grow your business exponentially but require much more attention from administrators than traditional architecture.

The Solution Kaseya provides complete and clear visibility throughout your customer IT infrastructure, giving you a holistic management view as well as the ability to drill down to an individual customer, system or groups of systems. Kaseya's single, consolidated IT automation solution replaces the jumble of management tools many currently use, reducing complexity and cost.

3 "I have no idea what is installed on my customers' machines"

The Pain Not knowing what is out on your customer networks exposes you and your customer organizations to serious risk. Unlicensed software installed by users is illegal and could lead to lawsuits or heavy fines. Unlicensed software is also unsupported, which could lead to security, performance and compatibility issues. On the flipside, over-provisioning -- while safe -- is an expensive and wasteful strategy and takes up much needed bandwidth and server capacity.

The Solution Kaseya can automatically audit the entire IT infrastructure and find machines whether they are connected to the network or not, giving you unparalleled visibility and access into every machine you manage. You know exactly what is out there, what is being used, what is not being used, what is secured and what is vulnerable. You can even go in remotely and delete unwanted software, uninstall unnecessary hardware components and keep legitimate software updated. This allows you to secure the network, maximize resources and reduce risk.

40%

More than 40 percent of total resolution time is spent on problem isolation and root cause analysis rather than actually solving the problem.¹

41%

Forty-one percent of all software installed on global PCs is unlicensed, resulting in more than \$50 billion in losses for software companies.²

¹ Turner, Mary Johnston. IDC. "Automated, Integrated IT Operations Improve Efficiency and Deliver Cost Savings." January 2010.

² Business Software Alliance, IDC. "Sixth Annual Global Software Piracy Report." May 2009.

4

“Is ‘doing more with less’ even possible?”

The Pain Some say it just can’t be done. Some say it’s a myth. Others claim it’s a phrase that the accountants made up to drive IT departments crazy. But there is no denying the pressure to reduce costs and headcount at the same time responsibilities are growing.

The Solution Kaseya can do just that. By embracing the use of automation to improve efficiencies, increase performance and reduce risk, Kaseya eliminates much of the tedious manual tasks associated with IT maintenance, allowing you to reallocate resources to other, more important projects.

5

“I have to tell users to get a coffee while I work on their computer”

The Pain Time is money, and the time it takes to load a patch, download new software or backup someone’s computer is money down the drain. But there’s nothing you can do. Two people can’t use a computer at the same time, can they?

The Solution With Kaseya, they can. Basic administration through Kaseya’s central, Web-based console is done remotely, in the background and allows your customer to keep working right through periodic maintenance. It’s non-disruptive and ensures that not a second of wasted productivity can be attributed to the service you provide.. That’s good for those 99.9999 percent service level agreements you agreed to, enhancing your business reputation and making your customers happy.

6

“I need to get new users up and running quickly”

The Pain Setting up new hires is a pain. They need a new computer, a new user name, a new email address and access to the files and applications they need for their job. Then they need to be trained and educated on the organization’s IT policies and procedures. And everything needs to be done quickly so they can get started right away with their new responsibilities. Not only is this a major time suck but information about access rights needs to come from the hiring manager and HR—information that is essential but not necessarily available.

The Solution Kaseya streamlines the process, letting you apply pre-configured user profiles to new employees. Through scripting technology, you can build user profiles (ie. Accountant Level 1, Engineer Level 3, etc.) and automatically apply them to new users, making sure they have access to the tools and information they need from day one and the tutorials to learn how to use them. Instead of being hunched over a workstation entering a laundry list of applications and security clearances that need to be configured while the new user hovers over your shoulder, you can do this remotely with the push of a button—and from the comfort of your own place of business—allowing you and the new employee to move on to more pressing matters.

7

“Their hearts are in the right place”

The Pain It seems that every “IT hobbyist” who’s taken a computer science course in college thinks they can conduct their own backups, install patches, update software and run security scans. Just stop. Please. IT maintenance is a serious business, we’ve spent years in training and ultimately, if someone downloads a virus that wipes out the SQL server, it’s our head on a platter.

The Solution Kaseya provides a central, Web-based console that you can use to monitor, administer, back up and secure all systems on the network. Unlimited control allows you to block illegal downloads and lock computer settings and profiles. That way, you can ensure that hardware, software and user maintenance is standard across your customer’s entire organization without being a nuisance or disruption to those who are letting you do your job.

³ O’Donnell, Glenn. Forrester. “IT Operations 2009: An Automation Odyssey”. July 2009.

⁴ Pisello, Quirk. Network World. “How to quantify downtime”. January 2004.

75%

Seventy-five percent of a typical IT budget is spent on simply maintaining existing IT operations.³

60

MINUTES = \$42,000

Gartner estimates that one hour of network downtime—planned or unplanned—costs the average company \$42,000.⁴

8 “Remote Security and Backups are a pain in the butt”

The Pain Business opportunities are becoming more distributed every day as customers and users are spread around the world. Therefore, IT infrastructure is widely distributed as well. Unfortunately, your IT staff isn't—and, frankly, shouldn't be. However, remote workstations, servers and mobile devices need to be backed up and secured as reliably as machines in the office next door. Where do we mention the USP of location independence..? that Kaseya agents work on laptops disconnected from corporate networks as well as the desktop machines hardwired to the company LAN?

The Solution Recognizing that today's distributed architecture is more vulnerable than ever, Kaseya centralizes the management of your data protection and security strategies. Backups and end point security can be conducted from Kaseya's Web-based console manually on demand or automatically. Alerts can be routed through email or text message to ensure failed cycles and security breaches are dealt with swiftly and efficiently.

9 “I know I need to embrace virtualization but don't have the time or budget”

The Pain Business needs dictate that IT resources (server capacity, applications, storage, etc) need to be pooled across your customer's organization and shared between geographically-diverse users. This new architecture can increase productivity, save money and create efficiencies, however, it can also be quite complex and expensive to maintain.

The Solution Kaseya centralizes IT management and gives administrators a holistic view of all IT resources, arming your organization with the visibility to efficiently distribute resources as demand ebbs and flows. Kaseya makes virtualization and cloud computing cost-manageable without having to add more staff or expertise.

10 “My customer wouldn't know a Layer 2-7 Switch Module if I dropped one on his foot”

The Pain Corporate decision makers don't always understand IT, leading to miscommunication, misunderstandings and missed opportunities. It is essential that you articulate the work your team has done, the current state of IT and what you need to support business goals. Like it or not, politics does play a role in budget planning and priorities. If no one understands what you're doing, it's likely no one has your back in these closed-door meetings.

The Solution Kaseya produces easy-to-read reports that help you keep the decision makers informed of current status, future needs and your value to their business. They also help you plan for scheduled maintenance, upgrades and expansions. Reports can be run at the push of a button in simple, explainable language that the operations staff can understand—and more importantly—appreciate.

In Closing

Managing IT infrastructure doesn't have to be thankless. Nor does it have to be difficult or require tons of overtime. Embracing the Kaseya IT Automation Framework allows you to manage your IT assets more efficiently without being a nuisance, helping you to do your part to improve productivity and raise your reputation within the company.

⁵ Berger, Brian. Enterprise Networks & Servers. “Putting Trust Back Into Computing: How Enterprises Can Secure Systems and Data.” August 2007.

⁶ VMWare. “The Benefits of Virtualization for Small and Medium Businesses.” 2009.

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya's solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform. To learn more, please visit www.kaseya.com

75%

Seventy-five percent of all corporate PCs are infected with some sort of malware.⁵

72%

Seventy-two percent of respondents to a VMWare survey of IT professionals at small businesses said that virtualization helps significantly with “Time spent on routine IT administrative tasks.”⁶



Kaseya

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